



## SkillSoft's Army Program Listing as of 10/1/2003

SkillSoft is an international producer and distributor of interactive server-based training solutions. The company offers thousands of hours of programming covering application development, system administration, office systems, business skills, interpersonal skills, etc. For information about any of the programs and curricula listed below visit <http://www.skillsoft.com> or email [salesinfo@skillsoft.com](mailto:salesinfo@skillsoft.com)

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## NOTES:

- Look for custom learning paths at the beginning of your "Assigned e-Learning"
- \* = In development as of 10/1/2003. Subject, titles and estimated hours are subject to change/cancellation prior to release. The listing here of future programs is not a commitment to produce them.
- (#) = Special usage and ordering conditions apply.
- (a) = program does not contain an assessment and does not export completion/certificate data.
- (ACE=n) = The ACE college credit recommendation where n = semester hours.
- (e) = SkillSoft e<sup>3</sup> advanced learning object format (New Generation) instructional design.
- (m) = mentoring is available
- (p) = practice TestPrep is available
- (z) = This program remains available for usage as is. No maintenance, mentoring nor support is available.
- tbd = to be determined.

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## ADMINISTRATIVE SOFTWARE TOOLS

### **SkillPort**

### **SkillSoft - MySmartForce e-Learning Site**

Program Title.....	Hrs
<b><u>INFORMATION TECHNOLOGY CONTENT SOLUTIONS LIBRARY</u></b>	
<b><u>DESKTOP COMPUTER SKILLS</u></b>	
<b>COMPUTING FUNDAMENTALS</b>	
<b>INTERNATIONAL COMPUTER DRIVING LICENSE (ICDL)</b>	
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<b>Microsoft Internet Explorer 5.5: Getting Started (e)</b>	
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<b>Netscape 6.2: Getting Started (e)</b>	
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<b>Program Title.....</b>	<b>Hrs</b>	<b>Program Title.....</b>	<b>Hrs</b>
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Advanced Data Management in Excel 2002.....	4.8	*Microsoft Office 2000 – New Features for Users .....	tbd
Advanced Data Manipulation and Analysis in Excel 2002....	4.1	*Microsoft Office 2000 – New Features for Power Users....tbd	
<b>Beginning Access 2002 (e)</b>		<b>*Microsoft Office 2000: Deployment and Administration (e)</b>	
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**Program Title.....Hrs**

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\*Microsoft Office 2000 – Beginning Excel .....tbd  
 \*Microsoft Office 2000 – Intermediate Excel.....tbd

**\*Microsoft Office 2000: Advanced Excel 2000 (e)**

\*Microsoft Office 2000 – Advanced Excel.....tbd  
 \*Microsoft Office 2000 – Excel for Power Users.....tbd

**\*Microsoft Office 2000: Access 2000 (e)**

\*Microsoft Office 2000 – Beginning Access .....tbd  
 \*Microsoft Office 2000 – Intermediate Access.....tbd  
 \*Microsoft Office 2000 – Advanced Access.....tbd

**\*Microsoft Office 2000: PowerPoint 2000 (e)**

\*Microsoft Office 2000 – Beginning PowerPoint.....tbd  
 \*Microsoft Office 2000 – Advanced PowerPoint .....tbd

**\*Microsoft Office 2000: Outlook 2000 (e)**

\*Microsoft Office 2000 – Beginning Outlook .....tbd  
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**\*Microsoft Office 2000: FrontPage 2000 (e)**

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**Intuit Quicken 2003 Deluxe (e)**

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**Intuit Quicken 2002 Deluxe (e)**

Working with Quicken 2002 Deluxe .....2.7

**Intuit Quicken TurboTax 2001 (e)**

Using TurboTax 2001 .....1.7

**Jasc Paint Shop Pro 7: Getting Started (e)**

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**Jasc Paint Shop Pro 7: Up and Running (e)**

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**Microsoft Money 2003 Deluxe (e)**

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**Microsoft Works 2002: Introducing Works 6.0 (e)**

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**Installation Fundamentals** (exam 310-011) (e)

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**Linux: Basic System Administration II**

(exam 117-101 LPI 101) (e)

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(exam 117-101 LPI 101) (e)

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**UNIX: Operating System Fundamentals**

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**UNIX: Shell Programming**

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**INTERNETWORKING**

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### **Security Principles**

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### **Security Solutions**

**Security+ (e)**  
(CompTIA exam SY0-101) (m)  
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### **Information System Security**

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### **Security Procedures**

**Securing Networked Information I**  
(CIW exam 1D0-470a)(e)  
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### **Securing Networked Information II**

(CIW exam 1D0-470b) (e)  
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## **CISCO**

### **Routing and Switching Implementation – CCNA/CCNP**

#### **Cisco Certified Network Associate (CCNA)**

**CCNA Basics**  
(exam 640-607)(e) (m) (p)  
Introduction to Internetworking ..... 4.3  
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#### **Cisco: Interconnecting Cisco Network Devices 2.0 (ICND)**

(exam 640-607)(e) (m) (p)  
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Interconnecting Catalyst Switches ..... 4.5  
Determining IP Routes ..... 2.0  
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#### **Cisco: Interconnecting Cisco Network Devices (ICND)**

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#### **Cisco Certified Network Professional (CCNP)**

##### **Cisco: Building Scalable Cisco Internetworks 2 (BSCI 2)**

(exam 640-901) (e) (m) (p)  
\*Advanced IP Addressing ..... tbd  
\*Working with IPv6 and Network Address Translation ..... tbd  
\*Routing Principles ..... tbd  
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\*Manipulating IP Routing Protocols ..... tbd  
\*Influencing Route Selection ..... tbd  
\*Configuring Basic BGP ..... tbd  
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###### **Fundamentals of Business Law**

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Contracts in Commercial Transactions .....	4.0
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###### **Managing Customer-Driven Process Improvement**

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Understanding Processes .....	2.5
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###### **Six Sigma Foundations**

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###### **Six Sigma Team Implementation**

Six Sigma: Reducing Variation to Improve Quality .....	4.0
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Six Sigma DMAIC: Measuring the Process .....	5.0
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Six Sigma DMAIC: Analyzing the Process.....	3.0
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###### **Lean Manufacturing**

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###### **ISO 9000:2000 Overview**

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### **STRATEGIC PLANNING**

#### **How to Write a Business Case**

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#### **Strategic Management**

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#### **Systems Thinking in the 21st Century**

What is System Thinking? .....	2.5
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Redesigning Your Organization: Part I.....	3.0
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Analyzing the Income Statement and Balance Sheet.....	2.0	Business Ethics .....	2.5		
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Credibility and Disclosure in an Annual Report .....	2.5	Rightful Termination.....	1.5		
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Basics of Budgeting.....	3.5	What is Sexual Harassment?.....	4.0		
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<b>Practical Budgeting for Managers</b>					
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How to Make Your Company Safer .....	3.0	Being a Knowledge Activist.....	3.0		
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## **MANAGEMENT AND LEADERSHIP**

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#### **Essential Skills for Tomorrow's Managers**

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Development Tools for Tomorrow's Managers .....	5.0
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The Manager as Project Champion .....	4.5
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#### **Moving from Technical Professional to Management**

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#### **Management Excellence: Performance-Based Appraisals**

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Implementing Performance-based Appraisals.....	2.5
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#### **Managing Problem Performance**

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#### **The Successful Facilitator**

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Facilitative Fundamentals: Techniques and Tools .....	5.0
Facilitating Work Groups and Meetings .....	5.0
Facilitating Challenging Situations.....	5.0
Facilitative Formats and Tools: Offering Options.....	5.0
The Facilitative Leader.....	5.0
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#### **Mentoring Essentials**

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Implementing an Organizationwide Mentoring Program .....	2.5
Mentoring Strategies in the 21st Century .....	3.0
Achieving Success with the Help of a Mentor.....	3.5
e-Mentoring.....	3.5
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#### **Delegation Skills**

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#### **Coach with Confidence**

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#### **Managing Technical Professionals**

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#### **How to Overcome Negativity in the Workplace**

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#### **Managing Others through Change**

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Leadership and the Knowledge Worker .....	2.5
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Playing by the Rules .....	2.5	Enhancing Your Listening Skills .....	3.0
Groundbreaking: The Paradigm Shift toward Women.....	2.5	Effective Listening Skills Simulation.....	0.5
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Handle Calls with Confidence and Professionalism .....	3.5		
Turn Difficult Callers into Delighted Customers .....	4.0		
Managing Telephone Technology .....	2.0		

**Program Title.....Hrs**

**Negotiating to Win: Getting the Results You Want**

Crafting a Deal.....	3.0
Connect and Communicate.....	2.5
The Negotiation Process .....	2.5
The Dynamics of Interaction .....	3.0
Inclusive Negotiating.....	2.5
When the Going Gets Tough.....	2.5
The Master Negotiator.....	2.5
Negotiating to Win Simulation .....	0.5

**Getting Results Without Authority**

Building Relationships to Get Results .....	2.5
Teamwork and Results Without Authority .....	2.5
Leadership Without Authority .....	3.0
Gaining Allies, Creating Change .....	3.0
Getting Results through Communication.....	3.0
Getting Results from the Boss.....	3.0
Getting Results Without Authority Simulation.....	0.5

**Anger Management in the Workplace**

Experiencing Anger.....	5.0
Managing Your Anger .....	5.5
Managing Anger in the Workplace Simulation.....	0.5

**PERSONAL DEVELOPMENT**

**Creativity and Innovation**

The Foundations of Creativity and Innovations .....	4.5
Generating Creative and Innovative Ideas .....	3.5
Evaluating Creative and Innovative Ideas.....	3.5
Implementing Creative and Innovative Ideas .....	5.0

**Taking Control of Your Workday**

Analyze Your Use of Time .....	2.0
Set Goals & Prioritize Your Use of Time .....	2.0
Major Time Management Challenges .....	3.0
Taking Control of Your Workday SIMULATION .....	0.5

**Planning Your Personal Finances**

Managing Your Cash Flow and Credit .....	2.5
Homes and Vacation Homes .....	3.0
Tax Planning.....	5.5
Determining Your Insurance Needs.....	2.5
Financing Your Family's Education.....	2.5
Investing Wisely .....	2.5
Planning for Retirement and Retirement Accounts .....	2.5
Separation and Divorce .....	2.0
Basic Estate Planning .....	2.5
Financial Planning for Couples SIMULATION .....	0.5
Planning Your Personal Finances Simulation .....	0.5

**Working More Effectively – Taking Control of Your Time**

You and Your Time .....	5.0
Techniques for Better Time Management .....	4.5
Developing Good Time Management Habits.....	4.5

**Living a Balanced Life**

Finding Your Life Balance .....	4.5
Success Over Stress.....	4.5
*Strategies for Better Balance .....	tbd

**Program Title.....Hrs**

**Problem-solving and Decision-making for Business**

Foundations for Effective Thinking .....	3.5
Framing the Problem .....	3.0
Generating Alternatives in Problem Solving.....	2.5
Dynamic Decision Making.....	2.5
Implementing and Evaluating a Decision.....	3.0
Problem Solving and Decision Making in Groups .....	2.5
Creative Problem Solving and Effective Thinking Simulation .....	0.8
Rational Problem Solving and Decision-making Simulation .....	0.8

**Working without a Net – The Business of Risk**

Risk Basics .....	2.0
Approaches to Risk Management .....	2.0
Decisions and Risk .....	2.0
Strategic Planning and Risk Management .....	2.5
Risk Strategies: The Cutting Edge .....	2.5

**Managing Yourself through Change**

The Effects of Organizational Change .....	3.0
Making the Change .....	2.5
The Paradigm Shift of Change .....	2.5
Managing Yourself through Change Simulation .....	0.5

**PROJECT EFFECTIVENESS**

**PROJECT MANAGEMENT**

**Project Management Basics for Business Professionals**

Project Initiation.....	6.5
Project Planning.....	5.0
Project Execution.....	6.0
Project Controlling .....	7.5
Project Closing .....	6.5
Project Management Basics for Business Professionals Blended Learning Toolkit .....	x

**Professional Project Management**

Defining Projects .....	3.0
Essential Project Management Tools .....	2.5
Computer-assisted Project Planning .....	3.0
Building a Project Team .....	3.0
Leading the Successful Project Team .....	2.5
Completing the Project .....	2.5

**Project Management Professional Responsibility**

*Ethical Responsibilities and Professional Knowledge Areas tbd Stakeholder Interests and Cultural Diversity .....	3.0
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**Project Management for IT Professionals**

Introduction to IT Project Management .....	4.0
Functions of IT Project Managers .....	4.5
The Life Cycle of an IT Project .....	5.0
Managing the Execution and Control of IT Projects .....	5.5
Managing Efficiencies of IT Projects .....	4.5
Project IT Management SIMULATION – The Early Stages .....	0.5
Project IT Management SIMULATION – Design to Rollout .....	0.5

<b>Program Title.....</b>	<b>Hrs</b>	<b>Program Title.....</b>	<b>Hrs</b>
<b>Strategic Project Management for IT Projects</b>		<b>CompTIA IT Project+ (exam PK0-001) (e) (m) (p)</b>	
Strategic Planning and Positioning for IT Projects.....	5.0	Scope Definition for Project Managers.....	4.4
Strategic Approaches to Managing IT Projects .....	5.0	Project Planning.....	5.8
Estimating the IT Project Work Effort.....	5.5	Project Execution and Closure.....	3.3
IT Project Leadership, Authority & Accountability .....	6.0		
Managing Multiple IT Projects.....	5.5		
Cost Management and IT Project Trade-offs .....	4.5		
<b>Project Integration Management – PMBOK 2000-aligned</b>		<b>Project Management (PMP)</b>	
Project Plan Development.....	3.5	Fundamentals .....	3
Project Plan Execution.....	4.5	Initiation and Startup .....	3
Project Integrated Change Control .....	4.5	Scope .....	3
<b>Project Scope Management – PMBOK 2000-aligned</b>		Estimating .....	3
Project Initiation and Planning.....	3.5	Scheduling .....	4
Project Scope Definition .....	4.5	Procurement .....	4
Project Scope Verification and Change Control .....	4.5	Risk .....	3
<b>Project Time Management – PMBOK 2000-aligned</b>		Quality .....	3
Project Activity Planning.....	4.0	Communications .....	3
Project Activity Duration Estimating.....	1.5	Human Resources .....	3
Project Schedule Development.....	3.0	Control .....	3
Project Schedule Control.....	2.5	Microsoft Project 98: Getting Started .....	4
<b>Project Cost Management – PMBOK 2000-aligned</b>			
Project Resource Planning.....	2.0		
Project Cost Estimating and Budgeting.....	3.5		
Project Cost Control .....	2.5		
<b>Project Quality Management – PMBOK 2000-aligned</b>			
Project Quality Planning .....	2.0		
Project Quality Assurance .....	3.5		
Project Quality Control.....	2.5		
<b>Project Human Resources Management –PMBOK 2000-aligned</b>			
Project Organizational Planning .....	2.5		
Project Staff Acquisition .....	2.5		
Project Team Development .....	3.0		
<b>Project Communications Management – PMBOK 2000-aligned</b>			
Project Communication Planning .....	3.0		
Project Performance Reporting .....	2.5		
Project Information Distribution and Closure.....	2.0		
Project Communications Management Simulation.....	0.5		
<b>Project Risk Management – PMBOK 2000-aligned</b>			
Project Risk Planning & Identification .....	5.0		
Project Qualitative Risk Analysis .....	4.0		
Project Qualitative Risk Analysis .....	4.0		
Project Risk Response Planning.....	6.5		
Project Risk Monitoring and Control.....	5.5		
Project Management: Risk Management Simulation.....	0.5		
<b>Project Procurement Planning – PMBOK 2000-aligned</b>			
Project Procurement Planning .....	2.0		
Project Solicitation .....	3.0		
Project Source Selection .....	3.0		
Project Contract Management.....	3.0		

**Program Title.....Hrs**

## **CUSTOMER SERVICE**

### **How to Excel at Customer Service**

Building the Service Foundation: Corporate Culture .....	3.5
Fundamentals of Exceptional Customer Service .....	3.5
The Voice of the Customer .....	4.5
Advancing Your Service Expertise.....	4.5
Customers, Conflict and Confrontation.....	5.5
Overcoming Challenging Service Situations.....	6.0
Instilling Service Excellence: the EXCEL Acronym.....	7.5
Service Stars and Service Teams.....	5.5
Excelling at Customer Service Simulation.....	0.5
Customer Service Simulation.....	0.5
How to Excel at Customer Service Blended Learning Toolkit ...	x

### **Technical Support Agent Survival Skills**

The Contact Center and the Technical Support Agent .....	4.5
Technical Support Essentials .....	5.0
Assessing Customer Behavior.....	4.5
Technical Support Agent Survival Skills .....	3.5

### **Inbound Call Center Management**

The Inbound Call Center.....	2.5
Inbound Call Center Management: Leadership .....	3.0
Inbound Call Centers: People Management .....	3.0
Inbound Call Center Technology .....	4.0
Performance Metrics for an Inbound Call Center .....	2.5

## **CONSULTING SKILLS**

### **Consulting With the Internal Client**

Essentials of Internal Consulting.....	4.0
Internal Consulting Skills .....	4.5
Establishing a Relationship with Internal Clients .....	4.0
A Workable Solution for Internal Clients.....	4.0
Evaluating Internal Assignments .....	4.5
Consulting with the Internal Client Simulation.....	0.5

## **E-LEARNING CURRICULUM**

This library is included at no additional charge as appropriate.

## **E-LEARNING**

SkillSoft SkillPort Guided Tour .....	2.0
MySmartForce Guided Tour .....	0.2
e-Learning.....	3.0

### **Getting Started (SmartForce) with E-learning (e) (a)....2.0**

Getting Started with E-learning Development